

Level of Service Classifications



A



D



B



E



C



F

Level of Service and Traffic Delay

Level of Service is a qualitative measurement that describes traffic conditions in terms of speed, travel time, freedom to maneuver, comfort, convenience, traffic interruptions, and safety.

Six classifications are used to define Level of Service, designated by the letters A through F. Level of Service “A” represents the best conditions, while Level of Service “F” represents heavily congested flow with traffic demand exceeding highway capacity.

The figures to the left illustrate traffic conditions experienced at Level of Service A through F. The table below describes the traffic delay (waiting time at the intersection) for each Level of Service.

Level of Service Criteria for Signalized Intersections

Level of Service	Delay (seconds/vehicle)
A	0 - 10 seconds
B	10 - 20 seconds
C	20 - 35 seconds
D	35 - 55 seconds
E	55 - 80 seconds
F	80+seconds

